

## City of Fort Worth, Texas

### Job Description

<b>Classification Title</b>	Performance Manager		
<b>Job Code:</b>	MG1471	<b>Job Family:</b>	Management
<b>Pay Grade</b>	614	<b>Date Created:</b>	06/18/15
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

#### GENERAL SUMMARY

Manages and leads Lean Six Sigma for the City, including deployment, training, coaching, mentoring and providing technical support to employees working on process/performance improvement projects. Serves as an internal facilitator and consultant for process, operational and performance measurement reviews.

#### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Coaches, mentors, develops and works with individual employees and various teams across the organization in the planning, designing and accomplishing of key projects using the lean six sigma methodology to create a culture of continuous improvement.
3. Manages and leads the City's Lean Six Sigma project portfolio in order to accomplish measurable business process improvements. Acts as a resource for business units to assist with the identification and prioritization of improvement initiatives.
4. Benchmarks other entities for best practices; evaluates findings against current operational processes; and makes recommendations to management for modifications to improve efficiency, effectiveness and customer service.
5. Trains and educates the organization on continuous improvement methodologies including but not limited to Six Sigma, 5S, Lean, Kaizan, and others. Develops training material and translates information into visual, concise and logical presentations.
6. Acts as facilitator or resource to resolve complex issues; identifies solutions; and achieves consensus. Monitors Lean Six Sigma project performance to ensure sustainability and maintain schedule of initiatives.

7. Facilitates and assists with development of performance measures, targets/goals and scorecards; assists with the development and alignment of measures to the citywide strategic plan.
8. Performs other related duties as required.
9. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Lean Six Sigma concepts, principles, methodology and tools.
  - Performance measurement systems and components such as strategic planning, performance measures, and balanced scorecards.
  - Business process and change management.
  - Qualitative and quantitative analysis.
  - Current industry practices
  - Principles and practices of program development and administration.
  - Methods and techniques of training and organizational development and employee customer satisfaction.
  - Principles of supervision, training and performance evaluation.
  - Pertinent federal, state and local laws, codes and regulations.
  - Strategic planning and implementation.
  - Project management.
  - Statistical methods.
- **Skill in:**
  - Computers and applicable software.
  - Time management and organization.
  - Analysis.
  - Problem solving and conflict resolution.
  - Project management.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Assist others to identify opportunities and solutions within a process.
  - Facilitate and assist division/departments with the development of performance measure, targets/goals and scorecards.
  - Assist with the development and alignment of measures to the citywide strategic plan.
  - Interact and influence at all levels.
  - Analyze and assess programs, policies and operational needs and make appropriate adjustments.
  - Plan, organize, direct and coordinate the work of subordinate employees.
  - Delegate authority and responsibility.
  - Select, supervise, train and evaluate subordinate employees.
  - Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

- Recognize organizational and operational initiatives and alignment with City objectives.
- Evaluate goals and objectives to develop and deploy best practices.
- Prepare clear and concise administrative and financial reports.
- Provide business case and cost benefit analysis.
- Interpret and apply applicable federal, state and local policies, laws and regulations.
- Establish and maintain effective working relationships.

## **QUALIFICATIONS**

### **Minimum:**

An equivalent combination of education and experience sufficient to perform the essential duties of the position may qualify; Human Resources Department will determine appropriate qualifications. A typical way to obtain the minimum requirements would be:

Bachelor's degree in Business Administration, Organizational Development, Project Management or related field and six years of experience in the use of DMAIC (Define, Measure, Analyze, Improve, Control), including two years of experience coordinating and leading an organizational in continuous improvement programs.

### **OTHER REQUIREMENTS**

Black Belt Certification in Lean or Six Sigma at the time of hire.

### **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

### **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.